

WHAT IS CLAIMED IS:

1. A method of maintaining a website, the method comprising:
providing electronic help on a website;
collecting usage data from the electronic help; and
5 providing at least one report, said report being indicative of the usage data.
2. The method of maintaining a website of Claim 1, further comprising modifying the website based on said report.
- 10 3. The method of maintaining a website of Claim 1, wherein said report is generated automatically upon receipt of usage data.
4. The method of maintaining a website of Claim 1, wherein said usage data
15 includes a user browser type.
5. The method of maintaining a website of Claim 1, wherein said usage data includes a user address.
- 20 6. The method of maintaining a website of Claim 1, wherein said usage data includes a requested help topic.
7. A system for website help, comprising:
a tracking module adapted to track and log movements of a user in a help
25 environment;
a recording module adapted to record information pertaining to the user and to the movements; and
a reporting module adapted to report usage of the help environment.
- 30 8. The system for website help of Claim 7, wherein said recording module is further adapted to record a user browser type.
9. The system for website help of Claim 7, wherein said recording module is further adapted to record a user address.

10. The system for website help of Claim 7, wherein said recording module is further adapted to record a requested help topic.

5